



Alexandra National House Survey – Tell us about the quality of repairs in your home

April 2017



Dear Resident,

We want to ask your views on the repair work that has been carried out at Alexandra National House over the last year. We are interested in understanding your views to help us to assess the quality of repairs carried out by contractors in your home. This is to ensure that residents receive repairs that are satisfactory and of a good quality.

We would particularly like to hear your views on the balcony drainage work and the servicing of your heating system.

As you may be aware, we are in discussions with developers Lovell LLP, about carrying out further repairs to the windows and doors and would like to gather your views to help inform our next steps.

How to have your say

To complete this questionnaire online, visit:
consultation.hackney.gov.uk

Alternatively, complete the enclosed questionnaire and return in the FREEPOST envelope provided by 19 May 2017.

For more information about this survey, email:
Hannah.Dalgleish@Hackney.gov.uk



About you:

Name: _____

House/flat number: _____

Postcode (required): _____

Email address (optional): _____

Balcony Drainage Work

Have you had your balcony drainage work undertaken? Yes No

How satisfied were you with the quality of repairs, please circle your answer:

Very satisfied

Dissatisfied

Satisfied

Very dissatisfied

Neither satisfied nor dissatisfied

Please provide comments on the quality of the work and whether or not the balcony drainage has now improved:

NIBE Servicing

Have you had your NIBE heating system serviced? Yes No

How satisfied were you with the quality of the NIBE service carried out, please circle your answer

Very satisfied

Dissatisfied

Satisfied

Very dissatisfied

Neither satisfied nor dissatisfied

Please provide any comments on the quality of the work and whether or not the unit is now functioning more efficiently?

Please let us know if you feel more informed about how to operate the unit and if not, what additional information would be useful?

Windows and Doors

Please let us have your views on the windows and doors in your flat and the communal areas of your block? If you have had any issues, please list them in as much detail as you can provide.

Any further comments

If you have any additional comments on any of the work undertaken or any outstanding issues please outline them below:



If you would like to find out what this document says please tick the appropriate box, put your name, address and phone number at the bottom of this page and return it to the address below.

Bengali

এই দলিলে কি লেখা আছে সে সম্পর্কে যদি আপনি জানতে চান তাহলে অনুগ্রহ করে উপযুক্ত বাক্সে টিক দিন, এই পাতার নীচে আপনার নাম, ঠিকানা ও ফোন নম্বর লিখুন এবং এটি নীচের ঠিকানায় ফেরত পাঠান।

Somali

Haddii aad jeclaan lahayd in aad ogaato waxa dokumeentigani sheegayo fadlan calaamadi godka ku haboon, ku qor magacaaga, cinwaanka iyo telefoon lambarkaaga boggan dhankiisa hoose ka dibna ku celi cinwaanka hoose.

French

Si vous désirez connaître le contenu de ce document, veuillez cocher la case appropriée et indiquer votre nom, adresse et numéro de téléphone au bas de cette page et la renvoyer à l'adresse indiquée ci-dessous.

Spanish

Si desea saber de lo que trata este documento, marque la casilla correspondiente, escriba su nombre, dirección y número de teléfono al final de esta página y envíela a la siguiente dirección.

Kurdish

Ger hun dixwazin bizanibin ku ev dokument çî dibêje, ji kerema xwe qutîka minasib îşaret bikin, nav, navnîşan û hejmara telefona xwe li jêrê rûpel binivîsin û wê ji navnîşana jêrîn re bişînin.

Turkish

Bu dökümanda ne anlatıldığını öğrenmek istiyorsanız, lütfen uygun kutuyu işaretleyerek, adınızı, adresinizi ve telefon numaranızı bu sayfanın alt kısmına yazıp, aşağıdaki adrese gönderin.

Polish

Jeśli chcesz dowiedzieć się, jaka jest treść tego dokumentu, zaznacz odpowiednie pole, wpisz swoje nazwisko, adres i nr telefonu w dolnej części niniejszej strony i przeslij na poniższy adres.

Vietnamese

Nếu bạn muốn biết tài liệu này nói gì hãy đánh dấu vào hộp thích hợp, điền tên, địa chỉ và số điện thoại của bạn vào cuối trang này và gửi lại theo địa chỉ dưới đây.

Urdu

اگر آپ یہ جاننا چاہتے ہیں کہ دستاویز میں کیا لکھا ہے تو ازراہ کرم مناسب باکس میں صحیح کا نشان لگائیے اور اپنا نام، پتہ اور فون نمبر اس صفحہ کے نیچے لکھئے اور اسے نیچے دیئے گئے پتہ پر واپس بھیج دیجئے۔

Chinese

如果你想知道這分文件的詳細內容，請在方框內打鉤，在本頁下面寫下你的名字、地址和電話號碼並寄到下面的地址。

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Hannah Dalgleish, Regeneration, Hackney Council, Christopher Addison House, 72 Wilton Way, E8 1BJ